DataDirect Technologies Recognized for Excellence in Customer Satisfaction for the 7th Consecutive Year

Data Connectivity and Mainframe Integration Leader Receives

NorthFace ScoreBoard Award(SM) for Excellence in Customer Service

BEDFORD, Mass.--(BUSINESS WIRE)--April 14, 2008--DataDirect Technologies, the unparalleled leader in data connectivity and mainframe integration and an operating company of Progress Software Corporation (NASDAQ: PRGS), today announced that it has qualified to receive the NorthFace ScoreBoard Award(SM) from Omega Management Group Corp. The award is presented annually to companies who, as rated by their own customers, achieved excellence in customer satisfaction during the prior calendar year. DataDirect Technologies' SupportLink(SM) Technical Services Program is a seven-time winner of this prestigious award, fondly referred to as the "Oscar" of the customer service industry.

"Delivering customer satisfaction by establishing a world-class customer support organization is a top priority for DataDirect," said Carol Esau, vice president worldwide SupportLink and custom engineering. "Receiving this award year-after-year validates DataDirect Technologies' position as a provider of premium products and services to the thousands of corporate IT departments and leading independent software vendors (ISVs) we call customers."

Established in 2000, the NorthFace ScoreBoard measures overall customer satisfaction and recognizes organizations for excellence in product quality, service, training and account management. Omega's methodology is comprehensive, measuring customer satisfaction levels on a 5.0 scale at least twice during the year. Award recipients are those who, based on survey responses from their own end users, achieved a 4.0 or above in the categories measured. This year, more than 200 projects, many international in scope, were judged from 75 companies with only 27 qualifying to receive the award.

"Due to its unique customer-only vote criteria, the NorthFace ScoreBoard Award has been viewed from its inception as the only true objective benchmark for recognizing excellence in customer service," said John Alexander Maraganis, president and CEO of Omega. "As one of only seven companies to win seven consecutive years, DataDirect Technologies personifies global best practices in customer satisfaction."

Omega Management Group is a recognized expert in developing and implementing customer and employee experience management strategy (CEM) programs that lead to increased product and service revenue and profits. The firm's research indicates that companies that consistently achieve a 4.0 rating or above are succeeding in locking in profitable, long-term customer relationships - significantly raising the bar on the competition.

Omega will formally present the NorthFace ScoreBoard Award during ceremonies on May 15 at its SCORE Conference 2008, being held at the Boston World Trade Center from May 13-15. This conference is the only event in its industry that explores best practices in developing a loyalty management strategy as well as incorporating such a program within an organization's many customer-facing operations. For more information, visit www.omegascoreboard.com.

About DataDirect Technologies

DataDirect Technologies is the software industry's only comprehensive provider of software for connecting the world's most critical business applications to data and services, running on any platform, using proven and emerging standards. Developers worldwide depend on DataDirect® products to connect their applications to an unparalleled range of data sources using standards-based interfaces such as ODBC, JDBC™ and ADO.NET, XQuery and SOAP. More than 300 leading independent software vendors and thousands of enterprises rely on DataDirect Technologies to simplify and streamline data connectivity for distributed systems and to reduce the complexity of mainframe integration. DataDirect Technologies is an operating company of Progress Software Corporation (NASDAQ: PRGS). For more information, visit www.datadirect.com.

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